



Guide pratique

Téléphonez en anglais

Vocabulaire

Téléphonez en anglais
dans un contexte professionnel

TELEPHONEZ EN ANGLAIS

RÉUSSISSEZ VOS COMMUNICATIONS TÉLÉPHONIQUES

Vous souhaitez être à l'aise pour passer ou recevoir un appel téléphonique en anglais ? Vous voulez savoir prendre un message ou épeler un nom ? Vous devez participer à des conférences téléphoniques en anglais mais avez peur de ne pas être au niveau ?

Ce guide vous aidera à maîtriser le vocabulaire et les situations de base pour communiquer plus facilement en anglais. Vous pouvez le lire de bout en bout ou vous y référer dès que vous rencontrez une difficulté.

Would you like to feel more at ease when making or receiving a phone call? Do you want to know how to take a message or spell a name? Do you have to take part in conference calls in English but you're afraid that your level isn't good enough?

This guide will help you master the basic vocabulary and difficulties you have at the moment to help you communicate more easily in English. You can read it all-at-once or refer to it whenever you have a problem.



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1. BASIC VOCABULARY

to phone s.o. to call s.o. to ring s.o.	<i>téléphoner à quelqu'un</i>
to make a phone call	<i>passer un coup de fil</i>
to dial a number	<i>composer un numéro</i>
to answer the phone	<i>répondre au téléphone</i>
to put s.o. through / to connect s.o.	<i>passer / connecter quelqu'un</i>
to hold (the line)	<i>patienter / rester en ligne</i>
to call back / to return a call	<i>rappeler quelqu'un</i>
to get back to s.o.	<i>recontacter quelqu'un</i>
to leave / take a message	<i>laisser / prendre un message</i>
to hang up	<i>raccrocher</i>
to get cut off	<i>être coupé</i>
to look up a number	<i>chercher un numéro dans l'annuaire</i>
the phone's ringing	<i>le téléphone sonne</i>
it's busy / the line's engaged	<i>c'est occupé</i>

the keypad	<i>le clavier numérique</i>
the dial	<i>le cadran</i>
buttons / keys	<i>les touches</i>
the hash key (GB)	<i>la touche dièse (#)</i>
the pound key (US)	
asterisk / star key	<i>la touche étoile (*)</i>

the switchboard	<i>le standard</i>
a direct line	<i>une ligne directe</i>
extension 5432	<i>poste 5432</i>
an answerphone / an answering machine	<i>un répondeur téléphoique</i>
voicemail	<i>la boîte vocale</i>

the country code	<i>l'indicatif du pays</i>
the area code	<i>l'indicatif régional</i>
the telephone directory / the phone book	<i>l'annuaire</i>
the Yellow Pages	<i>les Pages Jaunes</i>
directory enquiries (GB)	<i>les renseignements</i>
directory assistance (US)	
ex-directory (GB) / unlisted (US)	<i>sur liste rouge</i>
a Freephone number / an 0800 number (GB)	<i>un numéro gratuit</i>
a tollfree number (US)	<i>un numéro gratuit</i>

Intonation

When you are speaking directly to someone face to face, facial gestures can help establish a "friendly" contact. On the phone the smile on your face will be replaced by your intonation.

Test yourself

Practice saying these sentences with a "smile" in your voice:
(stress the syllables in **orange**)

1. Good **m**orning.
PJ **P**roducts. Can I **h**elp
you?
2. Can I take a **m**essage?
3. Shall I **g**et him to
call you **b**ack this
after**no**on?

The syllables in **orange** will help you to get the correct intonation and make your voice sound more friendly and professional.

2. STARTING A CALL

Caller: Good morning.
This is Peter Anderson from General Electronics.
Could I speak to Alan Dykeson, please?

Receiver: Certainly. Hold the line. I'll put you through.

Here are some sentences you can use to start a call:

Hello.
Good afternoon.

My name's Angela Ripley.
I'm Lance Ramsey.

Could you put me through to Mr Smith please?
I'd like to speak to Mr Smith.

And here are the answers you might receive:

I'll try to connect you.
I'll see if he's in.

Please hold.
Hold the line, please.
Just a moment.
One moment, please.

Don't forget to announce the reason for your call.

Caller: I'm calling about the Explo Conference.
I'm calling to confirm plans for the IAE meeting.
I wanted to speak to Ms Dickson about her presentation.
I just wanted to check who will be attending the training session.

SMALL TALK

Small talk helps build positive relationships.
These expressions help you to show interest in the person calling.

Mr Philips! How are you? How's the family?
Hi John! How are things?
Nice to hear from you.
Nice to speak to you again.
It's been a long time!

3. UNDERSTANDING AND ASKING QUESTIONS

For your first calls in English, you'll probably find it difficult to understand the person you're speaking with. Here are some sentences that will help you:

*** to ask the caller to repeat something**

*I'm **sorry**, I didn't quite **catch** your **name**.*

*** to ask for contact details**

*May I take your **name** and **phone number**?*

*** to ask the caller to spell something**

*Would you mind **spelling** that **for** me?*

*** to ask the name of the caller's company**

*Which **company** are you (**calling**) **from**?*

*** to situate the caller's location**

*Where are you **calling** **from**?*

*** to ask the name of the caller**

*Did you say **Dickson** or **Dykeson**?*

*** to ask the caller to speak less quickly**

*Could you **speak** a little more **slowly**?*

*** to apologize for your English**

*I'm afraid my **English** isn't very **good**.*

4. SPELLING

On the telephone it is important to be able to spell names, addresses and information correctly. Make sure you know the English alphabet and be prepared to ask someone to spell things for you.

Study the following chart, paying particular attention to the letters in colour.
Read each letter using the same pronunciation as the words at the head of each column.
Keep this table near your telephone for quick reference.

[day]	[bee]	[end]	[eye]	[no]	[you]	[car]
A	B	F	I	O	Q	R
H	C	L	Y		U	
J	D	M			W	
K	E	N				
	G	S				
	P	X				
	T	Z (GB)				
	V					
	Z (US)					

Test yourself

Can you recognize these letters?

Examples [dje] --> G
[eye] --> I

- 1. [kyou] -->
- 2. [dubulyou] -->
- 3. [jay] -->
- 4. [why] -->
- 5. [ex] -->

Correct answers: 1.Q 2.W 3.J 4.Y 5.X

Spelling by comparison

Do not hesitate to ask for clarification.
You can ask the question: Is that “F” for “Freddy” or “S” for “Sally” ?

Make a list to keep near your telephone for quick reference following this pattern:

			pronunciation
A	for	Annie	[an + ee]
B	for	Bertie	[bur + tee]
C	for	Charlie	[tchar + lee]
D	for	Diana	[dye + an + a]
E	for	Edward	[ed + dwud]
...			

5. PUNCTUATION

You will also need to dictate or take note of punctuation over the phone, especially for email or website addresses.

Keep this list near your telephone for quick reference:

@	at
.	dot (email/websites)
.	fullstop (GB) (at end of a sentence)
.	period (US) (at end of a sentence)
.	point (for decimal points)
,	comma
;	semi-colon
:	colon
_	underscore
-	hyphen / dash
/	forward slash
\	backward slash
()	brackets
[]	square brackets
{ }	parentheses
ABC	capital letters / block capitals
abc	lower case letters

6. NUMBERS

Numbers are difficult to catch on the phone. You can ask this question to check if you have understood correctly:

Did you say **fifteen** (15) or **fifty** (50)?

The person you are speaking to will probably say:

[one] [five], **fifteen**.

or

[five] **[O]**, **fifty**.

Giving a phone number is easy in English!

Give each digit individually (do not say fourteen, sixty or three hundred, etc...)

00 44 3266 594032 is pronounced:

[O][O] as in the letter "O" or **[zero][zero]** / **[four][four]** / **[three][two]** **[double six]** / **[five][nine][four]** / **[O][three][two]** or **[zero][three][two]**

Notice how we divide the number into easily manageable pieces (indicated by the slash).

Test yourself

Can you write down email addresses and websites correctly?

Use the pronunciation guide for the alphabet in section 4 and the punctuation list to decipher what sounds phonetically like:

1. My email is
djimee dot robuts at
pentl dot com, that's
[djay][eye][dubulem]
[why] dot [are][o][bee]
][ee][are][tee][ess] at
[pee][ee][en][tee][eye][el]
dot [see][o][em]"
--> jimmy.roberts@pentil.com

2. Our website address is
[dubulyou][dubulyou][dub
ulyou]dot[vee][o][see][ay][
bee][el][ee]dot[ef][are]
--> www.vocable.fr

Vocable

7. MESSAGES

The following list gives expressions to inform the caller that the person he wants to reach is unavailable, or that there is a problem, and also phrases that can be used to solve the problem.

I'm afraid Mr Johnson isn't in the office today.
I'm sorry, Ms Wong won't be here again until next Thursday.

Shall I ask her to call you back?
Would you like to call back later?
Shall I get him to call you back?

Can I help you? Can I be of any assistance? How can I help you?
Would you like to speak to someone else?
Can I put you through to her assistant?
I'll see if I can transfer you to another department.

I think you've got through to a wrong number.
The line's busy. Will you hold?

Find below how to leave or take a message.

Can (Could) I leave a message?
Could (Would) you tell him I will contact him some time next week?

Can I take a message?
Has she got your number?
Let me write that down.
Who shall I say called?



8. MAKING ARRANGEMENTS

Test yourself

Decide which of these sentences can be used to:

- (A) Suggest a time for an appointment
- (B) Accept an appointment
- (C) Refuse an appointment
- (D) Apologize for having to change an appointment
- (E) Check your availability
- (F) Ask which day the other person prefers

1. When would be convenient for you?
2. Could you manage Wednesday morning?
3. How about next Thursday?
4. I'll just check my diary.
5. It seems everyone is free on Friday, so let's go for Friday at 2 o'clock.
6. I'm afraid I'm tied up all day.
7. I'm sorry I've got another appointment at that time.
8. Let's make it Monday of the following week.
9. I'm afraid I'll have to postpone the meeting 'till next week.
10. Perhaps we could reschedule it for next Monday.

Correct answers: 1.F, 2.A, 3.A, 4.E, 5.B, 6.C, 7.C, 8.A, 9.D, 10.A

9. ENDING A CALL

Try to end the call on a positive note.

Well that's fine. We'll meet next Tuesday at 3.30pm.
I look forward to meeting you.
I'll send you a fax to confirm all the details.
Thank you for calling.
We'll be in touch.
Have a good weekend.
Thank you for your time.



10. CONFERENCE CALLS

In conference calls you will need to use the tools you have acquired in the previous sections. However, because several people will be on line at the same time, special care needs to be taken to make sure everyone contributes efficiently to the discussion. These expressions will help you.

Logging in

Hello. This is **Steve** from **PharmaCo**.
Hi! This is **John** **joining** you from **Paris**.

Announcing what you are doing

I have to **take another call**. I'm **signing off** for a **few minutes**.
Hi. This is **Steve** **back** again.
I've **put** you on **speakerphone** so that the **rest** of the team **an hear** you.
I'm **just** going to **fetch** the file.

Technical problems

Can you all **hear** me?
Sorry. I can't **hear** you very **well**.
The **line's** not very **clear**.
It's a **really bad** line.
The **line** is all **crackly**.
There **seems** to be an **echo** on the **line**.
I got cut **off**.

Speaking

Can **I** come in here?
I'd just like to **say**
As **I** **understand** it, we are **talking** of
Sorry to **interrupt** **but**

Giving an opinion

As **I** see it
In **my** opinion
I think we **ought** to

Conducting the call

Let's just **run** through **that** again.
Let's go **on** to point number three.
I'd like to hear **Greg's** views on this.
I think **Don** wanted to say **something**.
We'll come back to **you** in a few minutes.
Perhaps someone **else** has something to **say** on **that** point.
Let's all calm **down** and think things over **quietly**.
We've got just **5** minutes left.
I suggest **each** person gives his final **point** of **view** in **no** **more** than **one** minute **each**.

Ending the call

The **consensus** seems to **be** that we should
I think **that** just about **covers** **everything**.
So we **all** **agree** that
So **Bill**, you'll get **your** team **working** on
and **Steve**, you'll get those figures to us by **early** next **week**.
Well, **thank** you **all** for your input.
Look **forward** to **speaking** to you **all** again next **Friday**.



Ne vous arrêtez pas là !

Ce petit guide vous a permis de réviser le vocabulaire de base et les phrases clés pour téléphoner en anglais. **C'est le moment de passer à l'étape suivante et de mettre en pratique ce que vous avez appris.**

Exercez-vous en direct avec un professeur anglophone, grâce à des cours par téléphone. Il n'y a pas de meilleur moyen pour progresser à l'oral !

Vocabulaire conçu des formations sur mesure, personnalisables selon vos besoins professionnels. Vous choisissez vos horaires de 7h à 23h, tous les jours de la semaine, même le week-end. Votre professeur s'adapte à votre niveau. Il corrige votre accent et vous aide à progresser.

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